

RESPONDING

To incidents of online harm, bullying, harassment, and unlawful activity

WHAT

- What's happening?
- Is it okay or not okay?
- How can I tell?
- Does it shame, harass, threaten or belittle someone
- Is it illegal or offensive?
- What are my options to do something? Is it safe?



ACT

Talk to someone you trust, as others may be needed to move forward positively.

Don't ignore, simplify, dismiss, or disassociate from it.



WHERE

- Where's it taking place?
Online - what site/app?
- Is it also happening offline as well?



ACT

If happening offline also, what's needed to restore safety, dignity and confidence for all involved?

Who needs to know and how can they help?



HOW

- How is it happening?
- How did it start?
- How long has it been happening?
- How is it affecting you - affecting others?



ACT

REPORT it to the site or app if possible and BLOCK the producer.

Get the URL or take a screenshot for purposes of showing (not sending to) evidence to an adult. You can email this information to Netsafe. Don't re-share for other purposes.

The Harmful Digital Communications Act provides you with online rights, and ways of addressing online harm. Go to www.netsafe.org.nz to find out more.



WHO

- Who's it aimed at?
- Do you know who is the producer(s)?
- Are there others who are, or might be involved?
- Is there a safe way to find out who might be the producer?
- Who can I talk to?
- Who can help?

ACT

Find whānau, friends, teachers or counsellors who you can talk with right away or soon.

Contact agencies who can give you advice, or help right now. E.g. Netsafe. (see below)
Lifeline (txt HELP - 4357)
Police (dial 111)

If it's life threatening call the POLICE NOW. Dial 111.



WHEN

- When is it happening?
- When did it start?
- Could it happen again?
- Could it get worse if you don't do something?
- How often is it happening?
- Are there steps you can take now to stop it or prevent it?

ACT

Change privacy settings, review 'Friends' lists and 'Followers' etc to limit contact.

Turn off notifications.

Consider any restorative pathways if possible, depending on the nature of the incident, who's involved, and the degree of harm being incurred or happened already.



NETSAFE

Phone: 0508 NETSAFE

Text: 'Netsafe' to 4282

Email: help@netsafe.org.nz